

What's the 411 on Managed Care?





Department of Health Finance (DHCF)

Administers the District of Columbia's Medicaid Managed Care Program

- ❑ \$2.7 billion dollar budget
- ❑ Contracts with 3 Managed Care Organizations (MCOs) and
- ❑ 1 Child and Adolescent Supplemental Security Income Program (CASSIP)
- ❑ ~72% of the population enrolled in Managed Care
- ❑ Only 3% of children lack health care coverage

What is an MCO?



- A managed care organization (MCO) manages the delivery of health care services to its membership by controlling costs, while improving the quality of care.
- Restricts delivery of services to a select group of health care providers.
- It educates its members on the importance of preventive and primary care.
- Issues Member ID cards and Member Handbooks



MCOs & CASSIP

Requirements

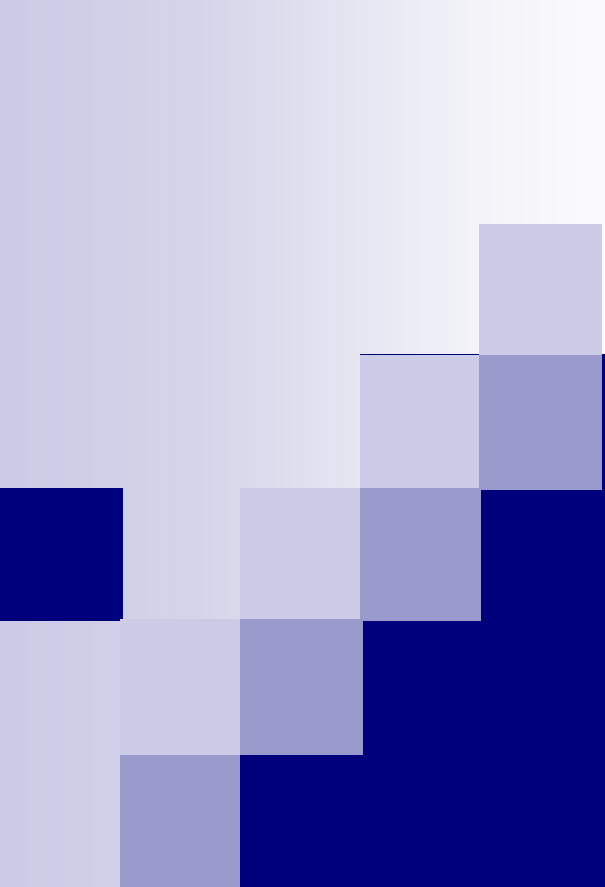
- ☐ Network of providers (physicians, hospitals, DME, etc.)
- ☐ Case Management and Care Coordination
- ☐ Utilization Management
- ☐ Timely Provider Payments
- ☐ Quality Initiatives
- ☐ NCQA Accreditation
- ☐ Timely Access to Care and Services
- ☐ FREE of Charge to the beneficiary



The Department of Health Care Finance (DHCF)

Administers the District's Managed Care Program

- Has a contractual relationship with MCOs to ensure that:
 - Eligible members have timely access to covered services;
 - Services are compliant based on oversight and monitoring;
 - Services to Medicaid and Alliance members are free of charge; and
 - Members are aware of their Rights and Obligations.



Two Types of Managed Care Programs in the District

- **DC Medicaid**
- **DC Healthcare Alliance**



Types of Managed Care Programs

DC Healthy Families Program

- Immigrant Children
- Children's Health Program (CHIP)
- Temporary Assistance for Needy Families (TANF)
- Pregnant Women
- Childless Adults

DC Medicaid Program

- Public program that provides medical assistance to needy District residents who are not eligible for Medicaid benefits.

DC Medicaid Program Benefits

- Emergency Room Care
- Ambulance Services
- Hospitalization
- Outpatient Care
- Laboratory Services
- Durable Medical Equipment
- Medications
- Dental Services
- Substance Abuse/Mental Health Services
- Vision Services



DC Healthcare Alliance Benefits

- Hospitalization
- Outpatient Care
- Laboratory Services
- Durable Medical Equipment
- Medications
- Dental Services
- Dialysis



The District Now Offers 3 MCO Plans that offer both Alliance and DC Medicaid



- **AmeriHealth District of Columbia**



- **MedStar Family Choice**



- **Trusted Health Plan**

Managed Care Plan that offers the Child and Adolescent Supplemental Security Income Program (CASSIP)

- **Health Services for Children with Special Needs (HSCSN)**



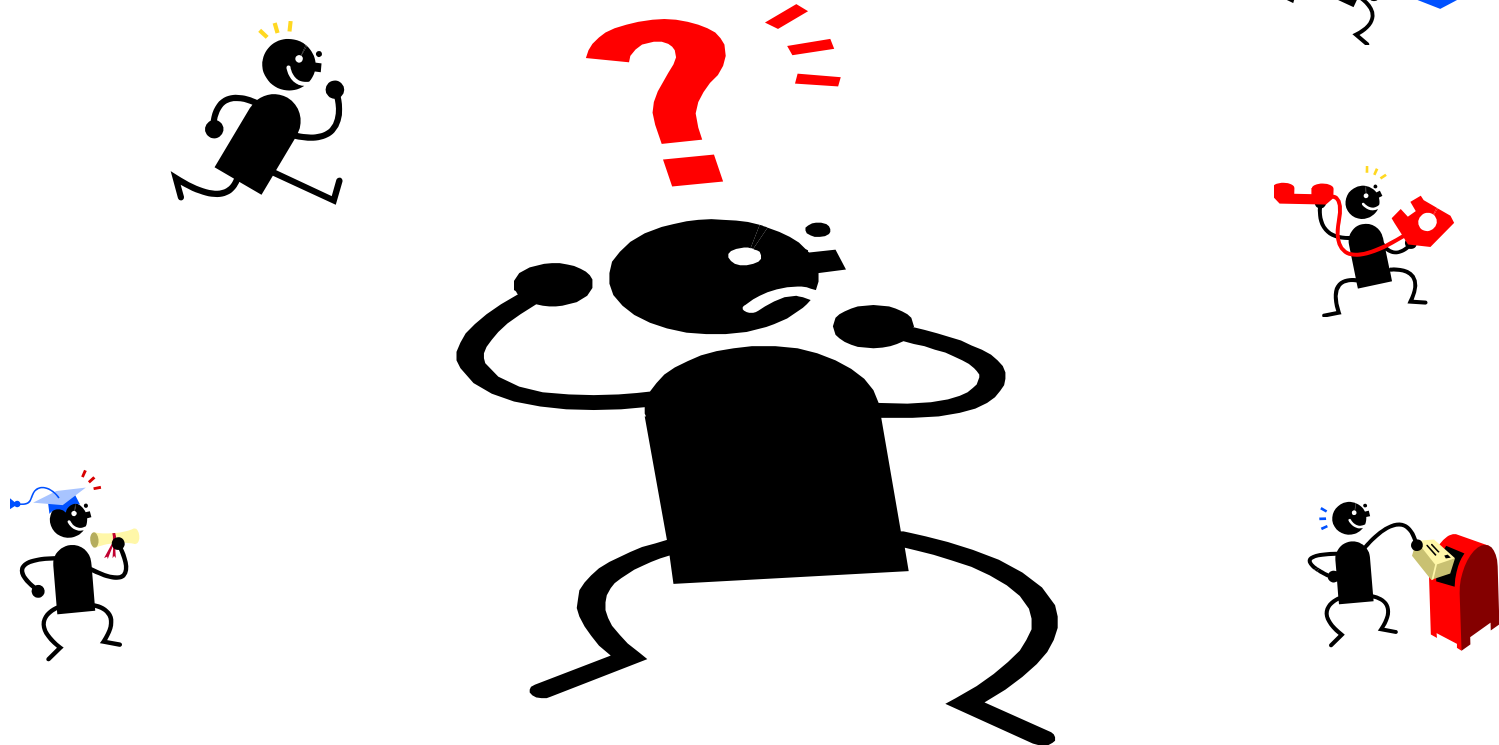
The HSC Health Care System

- **0 – 26 years**

Health Services for Children
with Special Needs, Inc.
(HSCSN)

The Road To Managed Care

How Do I Apply?



Economic Security Administration (ESA)

Department of Human Services



- DC Health Link
- ESA Service Centers
- Application Process
 - ❑ Review and Determination of Eligibility



Receive a Package from DC Medicaid

Enrollment Broker

- Welcome Letter
- MCO Comparison Chart

Beneficiaries must enroll into an MCO

- Health Plan Selection Form
 - ✓ Online
 - ✓ Phone
 - ✓ Mail
 - ✓ In Person
 - ✓ Fax



Decisions, Decisions

Which Health Plan Should I Choose?

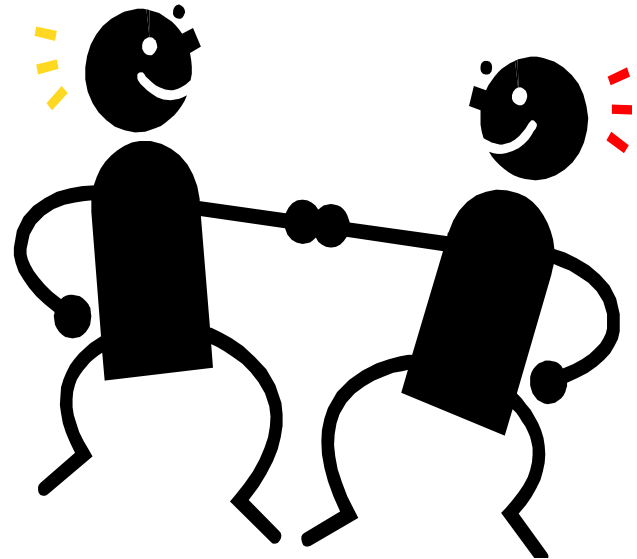


Health Plans

- Eligible beneficiaries have 90 days to voluntarily select an MCO
- No selection within 90 days results in auto-assignment to an MCO
- If dissatisfied with the auto-assignment, beneficiaries are given a second opportunity to voluntarily select an MCO.
- Families are kept together
- Assistance with selecting an MCO is given by the Enrollment Broker

From the MCO....

- Welcome Letter
- Member ID Card
- Member Handbook
- Provider Directory



Congratulations!

- You're in Managed Care! Woo Hoo!



Fee-for-Service Program

- Disabled or sick population
- NO MCO enrollment
- Access to any Medicaid provider
- Unmanaged population – NO Case Management of Care Coordination activities
- ~ 9700 Children and Adolescents



Summary of Key Points

- Managed Care is the delivery of health care services to its members.
- The MCOs provide access to health providers, health education, Member ID cards, Member Handbooks, Provider Manuals, assistance with appointments *and* much more.
- **Two (2)** managed care programs in the District: **DC Medicaid** and the **DC Healthcare Alliance**.
- **Three (3) Managed Care Organizations (MCOs)** in the District
 - *AmeriHealth DC, MedStar Family Choice and TRUSTED Health Plan*
- **One (1) managed care plan** for beneficiaries with complex and special health care needs.



Contract Administrators

AmeriHealth District of Columbia – Felecia Stovall

(felecia.stovall@dc.gov)

(202) 724-2315

HSCSN – Anita Lewis

(anita.lewis@dc.gov)

(202) 442-4657

MedStar Family Choice – Linda Walker

(linda.walker@dc.gov)

(202) 442-5853

Trusted Health Plan – Jacquelyn Coats

(jacquelyn.childs@dc.gov)

(202) 478-5806



Questions?